

Stockport Homes Group – Face to face and phone survey.

The below is a collection of screenshot showing the step by step process for completing the TSM survey. Stockport Homes used this in house developed app for face to face and phone surveys.

You are about to start the TSM survey.

This survey forms part of the newly introduced Tenant Satisfaction Measures. The aim of this survey is to gain your view of Stockport Homes as one of our customers. The themes covered in this survey are:

- Keeping properties in good repair
- Maintaining building safety
- Respectful and helpful engagement
- Effective complaint handling
- Responsible neighbourhood management

Your responses will help Stockport Homes improve the service it provides to you and all customers. Your response will also be included as part of our yearly return to the Regulator of Social Housing. This survey should take around 15 minutes to complete, depending on your responses.



Taking everything into account, how satisfied or dissatisfied are you with the service provided by your Landlord?

<input type="radio"/> Very Dissatisfied	<input type="radio"/> Fairly Dissatisfied	<input type="radio"/> Neither Satisfied nor Dissatisfied	<input type="radio"/> Fairly Satisfied	<input type="radio"/> Very Satisfied
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Has your landlord carried out a repair to your home in the last 12 months?

<input type="radio"/> Yes	<input type="radio"/> No
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How satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

<input type="radio"/> Very Dissatisfied	<input type="radio"/> Fairly Dissatisfied	<input type="radio"/> Neither Satisfied nor Dissatisfied	<input type="radio"/> Fairly Satisfied	<input type="radio"/> Very Satisfied
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How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

<input type="radio"/> Very Dissatisfied Very Dissatisfied	<input type="radio"/> Fairly Dissatisfied Fairly Dissatisfied	<input type="radio"/> Neither Satisfied nor Dissatisfied Neither Satisfied nor Dissatisfied	<input type="radio"/> Fairly Satisfied Fairly Satisfied	<input type="radio"/> Very Satisfied Very Satisfied
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How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?

<input type="radio"/> Very Dissatisfied Very Dissatisfied	<input type="radio"/> Fairly Dissatisfied Fairly Dissatisfied	<input type="radio"/> Neither Satisfied nor Dissatisfied Neither Satisfied nor Dissatisfied	<input type="radio"/> Fairly Satisfied Fairly Satisfied	<input type="radio"/> Very Satisfied Very Satisfied
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Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?

<input type="radio"/> Very Dissatisfied	<input type="radio"/> Fairly Dissatisfied	<input type="radio"/> Neither Satisfied nor Dissatisfied	<input type="radio"/> Fairly Satisfied	<input type="radio"/> Very Satisfied
<input type="radio"/> Don't Know	<input type="radio"/> Not Applicable			

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How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

<input type="radio"/> Very Dissatisfied	<input type="radio"/> Fairly Dissatisfied	<input type="radio"/> Neither Satisfied nor Dissatisfied	<input type="radio"/> Fairly Satisfied	<input type="radio"/> Very Satisfied
<input type="radio"/> Don't Know	<input type="radio"/> Not Applicable			

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How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

<input type="radio"/> Very Dissatisfied	<input type="radio"/> Fairly Dissatisfied	<input type="radio"/> Neither Satisfied nor Dissatisfied	<input type="radio"/> Fairly Satisfied	<input type="radio"/> Very Satisfied
<input type="radio"/> Don't Know	<input type="radio"/> Not Applicable			

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To what extent do you agree or disagree with the following: "My landlord treats me fairly and with respect"?

<input type="radio"/> Strongly Disagree	<input type="radio"/> Disagree	<input type="radio"/> Neither Agree nor Disagree	<input type="radio"/> Agree	<input type="radio"/> Strongly Agree
<input type="radio"/> Don't Know	<input type="radio"/> Not Applicable			

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Have you made a complaint to your landlord in the last 12 months?

<input type="radio"/> Yes	<input type="radio"/> No
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How satisfied or dissatisfied are you with your landlords approach to complaints handling?

<input type="radio"/> Very Dissatisfied	<input type="radio"/> Fairly Dissatisfied	<input type="radio"/> Neither Satisfied nor Dissatisfied	<input type="radio"/> Fairly Satisfied	<input type="radio"/> Very Satisfied
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Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?

<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Don't Know
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How satisfied or dissatisfied are you that Stockport Homes keeps these communal areas clean and well maintained?

<input type="radio"/> Very Dissatisfied	<input type="radio"/> Fairly Dissatisfied	<input type="radio"/> Neither Satisfied nor Dissatisfied	<input type="radio"/> Fairly Satisfied	<input type="radio"/> Very Satisfied
<input type="radio"/> Don't Know	<input type="radio"/> Not Applicable			

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How satisfied or dissatisfied are you that your landlord makes a positive contribution to the neighbourhood?

<input type="radio"/> Very Dissatisfied	<input type="radio"/> Fairly Dissatisfied	<input type="radio"/> Neither Satisfied nor Dissatisfied	<input type="radio"/> Fairly Satisfied	<input type="radio"/> Very Satisfied
<input type="radio"/> Don't Know	<input type="radio"/> Not Applicable			

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How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

<input type="radio"/> Very Dissatisfied	<input type="radio"/> Fairly Dissatisfied	<input type="radio"/> Neither Satisfied nor Dissatisfied	<input type="radio"/> Fairly Satisfied	<input type="radio"/> Very Satisfied
<input type="radio"/> Don't Know	<input type="radio"/> Not Applicable			

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